**First and last name**

**Communication | Customer Service | Team Leader** *– add here key words to describe your experience*

**Phone number | Email | LinkedIn profile URL *–*** *Remember to make sure it’s a professional sounding one) and LinkedIn profile link. Ensure the details on your LinkedIn profile match those contained here in your resume.*

**Professional summary**

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* *In 50 to 150 words, describe your applicable experience and skills. Focus on what you can offer the employer and tailor this summary for each job you apply for. This summary should prove your value and help to differentiate you. Use keywords from the job description so that an applicant tracking system can find a match.*

|  |  |  |
| --- | --- | --- |
| **Systems** | **Skills** | **Competencies** |
| * Word * Powerpoint * WordPress * Salesforce | * Technical writing * Content marketing * Lead nurturing * UX Design | * Communication * Analytical * Relationship management * Creative problem solver |

* *List the systems, skills and competencies that are most relevant to the job you are applying for. Use keywords from the job description here too.*

**Work experience**

* *This should be listed in reverse order, beginning with the most recent. Include employer names, and some context around what the organisation does, its size and the role of your team. Then cover your position and primary responsibilities.*
* *Quantify your accomplishments and remember to use verbs such as “managed” or “oversaw” to demonstrate your experience.*
* *We advise not to leave gaps in your work experience. If you took a year out, carried out an interim assignment, or travelled for six months, say so.*

**Job title,** XYZ Organisation (*July 2020 – Present)*

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**Responsibilities**

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• Enim justo, rhoncu

• Enim justo, rhoncu

**Achievements**

* *List your key career achievements, supported by facts, statistics or links. Keep in mind, this is a summary to grab interest by demonstrating you can successfully add value to an organisation****.***

* **500% traffic increase (XYZ Organisation)**

An increase of 500% in traffic year-on-year.

Staff leadership of a team of ten.

* **Won the Marketing Excellence Award 2021 (XYZ Organisation)**

United and motivated a team of five. Customer service scores increased 55% year-on-year.

* **Increased leads by 40% year-on-year (XYZ Organisation)**

Designed and executed a lead nurturing campaign to support the sales team.

* **Created winning pitch for large client deal (XYZ Organisation)**

Secured a three-year contract with a key client.

**Job title,** XYZ Organisation (*June 2015 – June 2020)*

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**Job title,** XYZ Organisation (*January 2014 – May 2015)*

* *Depending on how long ago it was, this one can be kept more simple as it is not as recent as the first two.*

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**Education & qualifications**

**Bachelor of XYZ,** XYZ University (*December 2013)*

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**XYZ course,** XYZ Institution (*July 2015)*

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* *Keep it concise by listing the qualification obtained, year of completion, the institution’s name and a one-sentence summary.*

**References**

References available upon request.

* *It is no longer necessary to provide your referees' personal details in your resume. Instead write, "References available upon request." This maintains your referees' privacy and allows you to control when and by whom they will be contacted.*